

1-13-05

Approved

**MEETING MINUTES**  
**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**  
**December 9, 2004**

**Present**: Jere Annis, Carl Britton-Watkins, Pete Clary, Zack Commander, Sandy DuPuy, Cody Ferrell, Kathleen Herr, Ed Masters, Ellen Perry, Barbara Richards, Amelia Thorpe, and Betty Stanberry.

**Absent**: Terry Burgess, Ron Huber, Doug Michaels, Ham Poe, and Katie Sawyer.

**Resigned**: Ben Jones.

**DHHS Staff Present**: Yolanda Hunter, Cathy Kocian, Mike Moseley, Chris Phillips, Ann Remington, and Leza Wainwright.

**Guests**: Laurie Coker, Ken Earnhardt, Dennis Knasel, Steve Pocklington, Christina Rausch, and Holly Riddle.

**1. Welcome**

- .. The Code of Conduct rules were reviewed.

**2. Approval of Agenda and Minutes**

- .. The agenda was approved with changes.
- .. The November minutes were approved with noted corrections.

**3. Continuation of Work Plan Priorities**

- .. Mike Moseley and Leza Wainwright were present to give additional information regarding the identified top priorities outlined in November's Minutes. The Division is requesting a protocol for receiving input from the SCFAC with respect to policy, planning and operations.
- .. The priorities grid at the end of this document summarizes the discussion.
- .. The top priorities, in no ranked order, are as follows:
  - Develop provider and LME report cards (#1).
  - Continue quality improvement efforts to assure model fidelity of supports and services (#2).
  - Continue research, dissemination and implementation of new evidence based practices (#4).
  - Develop best practice for self-directed services (#8).
  - Publish State Plan 2005 (#6).
  - Advance the opportunities for people with disabilities and their families to influence the full range of the system -- from policy leadership to more discrete operations (#5).
  - Provide technical assistance for local programs to increase consumer and family participation (#15).
  - Service Definitions.

**4. Communication Protocol**

- .. Discussion resulted in a recommendation that a SCFAC member attend the Executive Leadership Team (ELT) meeting on the fourth Tuesday of each month. This will allow for consistent SCFAC input to the ELT.
- .. An ELT/Division staff member will provide the SCFAC with pertinent information to review prior to the ELT meeting. The SCFAC will hold discussion and collectively

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agree on what input is to be provided to ELT. A designated SCFAC member will then attend the ELT meeting and provide the input.

- .. The SCFAC may also submit issues and concerns of importance at any time to the ELT via in-person, email, mail and/or telephone contact.

## **5. Public Comment Time**

- .. Christina Rausch from the Science to Service Project, offered to present information on evidenced-based practices to SCFAC members.
- .. Laurie Coker, CenterPoint CFAC member, briefly commented on the Provider Profile document the Division issued in October 2003.
- .. Ken Earnhardt, Wake CFAC member, attended to get an overview of the SCFAC process.

## **6. Old Business**

- .. Carl Britton-Watkins gave an update on the Workforce Development Plan. The main focus of this project is to plan the long range provision of education and training to LMEs and providers to develop the skills necessary to provide services.
- .. Jere reported that the North Carolina Council of Community Programs Pinehurst Conference was very successful and well attended this year. SCFAC members and CFAC members from local groups held an informal meeting on their own from 8:30 A.M. until 9:30 A.M. on Friday, December 3rd.

## **7. New Business**

- .. A communication was sent to all CFACs, consumer and advocacy groups, providers, LME staff, etc. announcing vacancies on the SCFAC that need to be filled. Attached to the communication was a call for nominations and a nomination form. Nomination forms can also be obtained on the Division website.
- .. Communication Bulletin #30 (*Policy for Consumer Complaints to an Area Program/Local Management Entity*) will be discussed at the January SCFAC meeting. Stuart Berde, Customer Service and Community Rights Team Leader, will present information and answer questions from SCFAC members at that meeting.
- .. Martha Are, Housing Specialist with the Department (DHHS), has offered to do a presentation on housing for the SCFAC. At this time, the SCFAC has declined the offer due to other pressing issues involving priority concerns.
- .. The SCFAC discussed guidelines for future presentations and speakers. It was decided that future presentations to the SCFAC should be directly relevant and applicable to the list of established SCFAC priorities.
- .. Prior to the January 2005 meeting, SCFAC members will submit to the SCFAC Chair their top three priorities that they would like to work on from the established list of priorities.
- .. SCFAC members held a discussion on whether or not the SCFAC will endorse Dan Herr's letter (OPC CFAC) commenting on proposed Service Definitions and rates. Sandy DuPuy will send a copy of the letter along with a memo requesting input from SCFAC members to either support or decline the letter as written. If approved by the SCFAC, then Sandy will forward the letter to the Secretary, Mike Moseley, and Gary Fuquay.

## 8. Next Meeting

- .. The next meeting is scheduled for January 13, 2005 from 9:30 A.M.-3:30 P.M. and will be held at the Parker Lincoln Building, 2728 Capital Blvd, Conference Room 1H 120, Raleigh.
- .. Directions to the Parker Lincoln Building:  
Take the beltline (I-440) to Capital Boulevard.  
Take the exit to travel NORTH on Capital Boulevard.  
The Parker Lincoln Building is located on your right just past the Capital Boulevard and I-440 intersection. It is the large brown glass-front building just past Perkins Restaurant. Pass the building and take a right at the intersection of Capital Blvd. and Westinghouse Boulevard.  
PARKING:  
Visitor parking is located in two areas adjacent to the building. It is suggested to park in the rear of the building.

## 9. January Meeting Agenda

- .. Approval of Agenda.
- .. Approval of December's minutes.
- .. Old and New Business.
- .. The Policy for Consumer Complaints to an Area Program/Local Management Entity (Communication Bulletin 30).
- .. Division staff will provide a synopsis of the training calendar and curriculum.
- .. Priorities Discussion.

### SCFAC Priorities

1. Develop provider and LME report cards. p. 58.  
Shealy Thompson, Quality Management Team Leader, will be convening a group consisting of consumers, families, and providers after the first of the year to review this initiative.
2. Continue quality improvement efforts to assure model fidelity of supports and services. p. 54.  
The term "Model Fidelity" refers to adherence to evidence-based models of services and treatment. Training on service definitions will begin in January. Toolkits will be distributed to providers, consumers, and LME staff. AHEC will partner with the Division in providing the training.
3. Develop new or modify existing rules and statutes that reflect MH/DD/SA reform. p. 48.  
Currently there is nothing in Rule that defines what an LME will be responsible for, so the Rules Committee must first define the LME rules.
4. Continue research, dissemination and implementation of new best practices. p. 52.
5. Advance the opportunities for people with disabilities and their families to influence the full range of system - from policy leadership to more discrete operations. p. 47.  
The Division wants to have consumer and family involvement on policy and planning. It is important to have appropriate representation contributing input on decision making and operations.

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6. Publish State Plan 2005. p. 48.  
The SCFAC will be involved in the process when work begins on State Plan 2005.
7. Initiate transition to new service expectations. p. 53.  
During the months of January and February, broad overview training will be provided.
8. Develop best practice for self-directed services. p. 56.  
Every new plan after July 1, 2005 will be person centered.
9. Develop plan for systems to transit to new support & service expect. p. 51.  
Old and new services will not overlap. New services will begin July 1, 2005.
10. Finalize rates for services. p. 50.  
The DMH/DD/SAS and the Division of Medical Assistance have met with CAP providers and will convene meetings with mental health and substance abuse service providers in January 2005. Rates for services have been discussed and providers will present data to justify rates higher than the proposed rates (if recommended) as well as information on the availability of service providers to provide services at that rate.
11. Complete Comprehensive Prevention plan. p. 53.  
This is scheduled to be reviewed during the current fiscal year.
12. Advance awareness of customer service throughout the Division to reflect the DHHS Secretary's initiative p. 49.  
All Division employees will undergo customer service training in conformance with this initiative.
13. Provide technical assistance around natural and community supports for non-target individuals. p. 57.  
Two groups will be formed in January and will meet to strategize. One group will consist of state agencies (i.e., Department of Corrections and Department of Juvenile Justice, etc.). The second group will involve organizational groups not already represented (i.e., Sheriff's Association, Hospital Association, etc.). LMEs are expected to be knowledgeable about local community resources available to people not meeting the target population criteria so the people can be connected to services in their community.
14. Provide technical assistance for local programs to increase consumer and family participation p. 55.  
This is on-going and involves issues such as recruitment and retention.
15. Support and serve the target populations and continue to evaluate the target populations to determine necessary adjustments. p. 52.  
This will involve ongoing efforts by the Division.
16. How will the procedure for the evaluation of access to service work? No page.  
Performance-based contracts with the Local Management Entities involve monitoring timely response in emergent, urgent, and routine care. The report card process will be one component of addressing this issue.
17. How is the Division monitoring Best Practices and comparing them to others States? No page.

The page numbers on this list come from chapter 4 of the State Plan issued July 1, 2004.